

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

Provider Number	Nursing Home Name	Street
235649	VALLEY HEALTH CENTER	1015 E PARIS SE
235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E
235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E
235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E
235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E
235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E
235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E
235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

City	State	Zip Code	Phone
GRAND RAPIDS	MI	49546	(616) 301-6215
GRAND RAPIDS	MI	49508	(616) 245-1600
GRAND RAPIDS	MI	49508	(616) 245-1600
GRAND RAPIDS	MI	49508	(616) 245-1600
GRAND RAPIDS	MI	49508	(616) 245-1600
GRAND RAPIDS	MI	49508	(616) 245-1600
GRAND RAPIDS	MI	49508	(616) 245-1600
GRAND RAPIDS	MI	49508	(616) 245-1600

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Based on Nursing Home Compare - Complaint Deficiency

Survey Date	Date of Correction
07/12/2010	07/29/2010
04/09/2008	05/09/2008
04/09/2008	05/09/2008
02/11/2010	02/12/2010
02/11/2010	02/12/2010
09/16/2010	10/08/2010
09/16/2010	10/08/2010
09/16/2010	10/08/2010

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Based on Nursing Home Compare - Complaint Deficiency

Deficiency Type	Deficiency Category
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Assessment Deficiencies
Health	Administration Deficiencies

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Based on Nursing Home Compare - Complaint Deficiency

Deficiency	Scope	Level of Harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing.	Pattern	Minimal harm or potential for actual harm
Choose a doctor to be the	Widespread	Minimal harm or potential for actual

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235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E
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235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E
235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E
235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E
235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E
235035	SPECTRUM HEALTH REHAB AND NURSING	4118 KALAMAZOO

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GRAND RAPIDS	MI	49508	(616) 245-1600
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GRAND RAPIDS	MI	49508	(616) 455-7300
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Based on Nursing Home Compare - Complaint Deficiency

10/27/2010

12/03/2010

10/27/2010

12/03/2010

10/27/2010

12/03/2010

10/27/2010

12/03/2010

11/15/2010

12/03/2010

11/17/2010

12/03/2010

02/08/2008

03/11/2008

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Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

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Based on Nursing Home Compare - Complaint Deficiency

medical director.		harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that	Isolated	Actual harm

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Based on Nursing Home Compare - Complaint Deficiency

	CENTER	AVE S E
235035	SPECTRUM HEALTH REHAB AND NURSING CENTER	4118 KALAMAZOO AVE S E
235035	SPECTRUM HEALTH REHAB AND NURSING CENTER	4118 KALAMAZOO AVE S E
235035	SPECTRUM HEALTH REHAB AND NURSING CENTER	4118 KALAMAZOO AVE S E
235035	SPECTRUM HEALTH REHAB AND NURSING CENTER	4118 KALAMAZOO AVE S E
235035	SPECTRUM HEALTH REHAB AND NURSING CENTER	4118 KALAMAZOO AVE S E
235035	SPECTRUM HEALTH REHAB AND NURSING CENTER	4118 KALAMAZOO AVE S E
235035	SPECTRUM HEALTH REHAB AND NURSING CENTER	4118 KALAMAZOO AVE S E
235035	SPECTRUM HEALTH REHAB AND NURSING CENTER	4118 KALAMAZOO AVE S E

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GRAND RAPIDS	MI	49508	(616) 455-7300
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02/08/2008

03/11/2008

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03/07/2008

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02/12/2009

04/03/2009

02/12/2009

04/03/2009

06/29/2010

08/10/2010

06/29/2010

08/10/2010

06/29/2010

08/10/2010

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

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Based on Nursing Home Compare - Complaint Deficiency

meet a professional standard of quality.

Make sure that residents are safe from serious medication errors.

Isolated
Actual harm

Make sure there is a program to prevent/deal with mice, insects, or other pests.

Pattern
Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated
Actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated
Actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated
Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated
Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated
Actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating

Isolated
Minimal harm or potential for actual harm

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Based on Nursing Home Compare - Complaint Deficiency

235075	SPECTRUM HEALTH REHAB & NURSING CENTER-FULLER AVE	750 FULLER AVE NE MC 160
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235075	SPECTRUM HEALTH REHAB & NURSING CENTER-FULLER AVE	750 FULLER AVE NE MC 160
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235075	SPECTRUM HEALTH REHAB & NURSING CENTER-FULLER AVE	750 FULLER AVE NE MC 160
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235075	SPECTRUM HEALTH REHAB & NURSING CENTER-FULLER AVE	750 FULLER AVE NE MC 160
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GRAND RAPIDS	MI	49503	(616) 486-2411
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GRAND RAPIDS	MI	49503	(616) 486-2411
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03/08/2010

03/22/2010

03/08/2010

03/22/2010

05/11/2010

06/02/2010

01/18/2011

02/16/2011

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

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Based on Nursing Home Compare - Complaint Deficiency

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.

Isolated

Actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot

Isolated

Minimal harm or potential for actual harm

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235075	SPECTRUM HEALTH REHAB & NURSING CENTER-FULLER AVE	750 FULLER AVE NE MC 160
235075	SPECTRUM HEALTH REHAB & NURSING CENTER-FULLER AVE	750 FULLER AVE NE MC 160
235377	SANCTUARY AT ST MARY'S	1050 FOUR MILE NW
235310	PORTER HILLS HEALTH CENTER	3600 FULTON E
235310	PORTER HILLS HEALTH CENTER	3600 FULTON E
235310	PORTER HILLS HEALTH CENTER	3600 FULTON E
235310	PORTER HILLS HEALTH CENTER	3600 FULTON E

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GRAND RAPIDS	MI	49503	(616) 486-2411
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GRAND RAPIDS	MI	49503	(616) 486-2411
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GRAND RAPIDS	MI	49504	(616) 784-0646
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GRAND RAPIDS	MI	49506	(616) 949-4971
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GRAND RAPIDS	MI	49506	(616) 949-4971
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GRAND RAPIDS	MI	49506	(616) 949-4971
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01/18/2011

02/16/2011

01/18/2011

02/16/2011

03/19/2010

04/14/2010

03/13/2008

04/20/2008

03/13/2008

04/20/2008

03/13/2008

04/20/2008

11/03/2009

11/24/2009

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

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care, and prostheses.		
Have a program to keep infection from spreading.	Widespread	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give the resident's legal representative the same rights as the resident.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's	Isolated	Minimal harm or potential for actual harm

235310	PORTER HILLS HEALTH CENTER	3600 FULTON E
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235310	PORTER HILLS HEALTH CENTER	3600 FULTON E
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235038	PILGRIM MANOR	2000 LEONARD N E
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235633	MICHIGAN CHRISTIAN HOME	1845 BOSTON BLVD S E
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235366	METRON OF FOREST HILLS	1095 MEDICAL PARK DR
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235366	METRON OF FOREST HILLS	1095 MEDICAL PARK
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GRAND RAPIDS	MI	49506	(616) 949-4971
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GRAND RAPIDS	MI	49506	(616) 949-4971
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GRAND RAPIDS	MI	49505	(616) 458-1133
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GRAND RAPIDS	MI	49506	(616) 245-9179
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GRAND RAPIDS	MI	49506	(616) 949-7220
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GRAND RAPIDS	MI	49506	(616) 949-7220
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Based on Nursing Home Compare - Complaint Deficiency

02/24/2010

03/17/2010

02/24/2010

03/17/2010

08/07/2009

08/24/2009

03/05/2010

05/15/2010

09/04/2008

10/03/2008

09/04/2008

10/03/2008

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

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Based on Nursing Home Compare - Complaint Deficiency

physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Have a program to keep infection from spreading.

Isolated

Minimal harm or potential for actual harm

Keep all essential equipment

Isolated

Minimal harm or potential for actual

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Based on Nursing Home Compare - Complaint Deficiency

		DR
235366	METRON OF FOREST HILLS	1095 MEDICAL PARK DR
235366	METRON OF FOREST HILLS	1095 MEDICAL PARK DR
235366	METRON OF FOREST HILLS	1095 MEDICAL PARK DR
235366	METRON OF FOREST HILLS	1095 MEDICAL PARK DR
235366	METRON OF FOREST HILLS	1095 MEDICAL PARK DR
235366	METRON OF FOREST HILLS	1095 MEDICAL PARK DR
235366	METRON OF FOREST HILLS	1095 MEDICAL PARK DR

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Based on Nursing Home Compare - Complaint Deficiency

GRAND RAPIDS	MI	49506	(616) 949-7220
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Based on Nursing Home Compare - Complaint Deficiency

09/24/2009

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09/24/2009

11/11/2009

01/27/2010

02/05/2010

04/14/2010

04/20/2010

04/14/2010

04/20/2010

04/14/2010

04/20/2010

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

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Based on Nursing Home Compare - Complaint Deficiency

working safely.		harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm

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Based on Nursing Home Compare - Complaint Deficiency

235366	METRON OF FOREST HILLS	1095 MEDICAL PARK DR
235366	METRON OF FOREST HILLS	1095 MEDICAL PARK DR
235440	HOLLAND HOME - RAYBROOK MANOR	2121 RAYBROOK SE
235440	HOLLAND HOME - RAYBROOK MANOR	2121 RAYBROOK SE
235440	HOLLAND HOME - RAYBROOK MANOR	2121 RAYBROOK SE
235440	HOLLAND HOME - RAYBROOK MANOR	2121 RAYBROOK SE
235440	HOLLAND HOME - RAYBROOK MANOR	2121 RAYBROOK SE
235435	HOLLAND HOME - FULTON MANOR	1450 E FULTON ST

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Based on Nursing Home Compare - Complaint Deficiency

GRAND RAPIDS	MI	49506	(616) 949-7220
GRAND RAPIDS	MI	49506	(616) 949-7220
GRAND RAPIDS	MI	49546	(616) 235-5702
GRAND RAPIDS	MI	49546	(616) 235-5702
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GRAND RAPIDS	MI	49546	(616) 235-5702
GRAND RAPIDS	MI	49503	(616) 643-2600

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Based on Nursing Home Compare - Complaint Deficiency

09/29/2010

10/25/2010

09/29/2010

10/25/2010

09/05/2008

10/10/2008

09/05/2008

10/10/2008

08/27/2009

10/12/2009

08/27/2009

10/12/2009

08/27/2009

10/12/2009

05/27/2008

08/07/2008

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Keep all essential equipment working safely.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity	Isolated	Minimal harm or potential for actual harm

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Based on Nursing Home Compare - Complaint Deficiency

235435	HOLLAND HOME - FULTON MANOR	1450 E FULTON ST
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235435	HOLLAND HOME - FULTON MANOR	1450 E FULTON ST
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235435	HOLLAND HOME - FULTON MANOR	1450 E FULTON ST
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235435	HOLLAND HOME - FULTON MANOR	1450 E FULTON ST
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235639	HEATHER HILLS CARE CENTER	1157 MEDICAL PARK DR. S.E.
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235639	HEATHER HILLS CARE CENTER	1157 MEDICAL PARK DR. S.E.
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235639	HEATHER HILLS CARE CENTER	1157 MEDICAL PARK DR. S.E.
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GRAND RAPIDS	MI	49503	(616) 643-2600
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04/13/2009

06/02/2009

04/13/2009

06/02/2009

12/22/2009

02/01/2010

06/01/2010

07/09/2010

08/05/2010

09/17/2010

08/05/2010

09/17/2010

08/05/2010

09/17/2010

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

and self respect.

Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
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Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
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Check and update (if needed) each resident's assessment every 3 months.	Pattern	Minimal harm or potential for actual harm
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Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm
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GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

235639	HEATHER HILLS CARE CENTER	1157 MEDICAL PARK DR. S.E.
235639	HEATHER HILLS CARE CENTER	1157 MEDICAL PARK DR. S.E.
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE

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GRAND RAPIDS	MI	49546	(616) 949-3000
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GRAND RAPIDS	MI	49546	(616) 949-3000
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GRAND RAPIDS	MI	49546	(616) 949-3000
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GRAND RAPIDS	MI	49546	(616) 949-3000
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GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

10/15/2010

11/15/2010

10/15/2010

11/15/2010

06/30/2009

08/13/2009

06/30/2009

08/13/2009

06/30/2009

08/13/2009

06/30/2009

08/13/2009

06/30/2009

08/13/2009

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

accidents.

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
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Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
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1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
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Provide needed housekeeping and maintenance.	Isolated	Minimal harm or potential for actual harm
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Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
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GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

GRAND RAPIDS	MI	49546	(616) 949-3000
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GRAND RAPIDS	MI	49546	(616) 949-3000
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GRAND RAPIDS	MI	49546	(616) 949-3000
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GRAND RAPIDS	MI	49546	(616) 949-3000
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GRAND RAPIDS	MI	49546	(616) 949-3000
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GRAND RAPIDS	MI	49546	(616) 949-3000
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GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

06/30/2009

08/13/2009

06/30/2009

08/13/2009

06/01/2010

06/22/2010

12/20/2010

02/05/2011

12/20/2010

02/05/2011

12/20/2010

02/05/2011

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
245368	GRAND VILLAGE	923 HALE LAKE POINTE
245368	GRAND VILLAGE	923 HALE LAKE POINTE
245368	GRAND VILLAGE	923 HALE LAKE POINTE

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

GRAND RAPIDS	MI	49546	(616) 949-3000
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GRAND RAPIDS	MI	49546	(616) 949-3000
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GRAND RAPIDS	MI	49546	(616) 949-3000
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GRAND RAPIDS	MI	49546	(616) 949-3000
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GRAND RAPIDS	MN	55744	(218) 326-0543
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GRAND RAPIDS	MN	55744	(218) 326-0543
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GRAND RAPIDS	MN	55744	(218) 326-0543
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GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

12/20/2010

02/05/2011

12/20/2010

02/05/2011

02/15/2011

03/15/2011

02/15/2011

03/15/2011

12/09/2009

01/19/2010

12/09/2009

01/19/2010

12/09/2009

01/19/2010

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

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Based on Nursing Home Compare - Complaint Deficiency

366181

GRAND RAPIDS CARE CENTER

24201 W 3RD ST

366181

GRAND RAPIDS CARE CENTER

24201 W 3RD ST

366181

GRAND RAPIDS CARE CENTER

24201 W 3RD ST

235614

COVENANT VILLAGE OF THE GREAT LAKES

2520 LAKE MICHIGAN
DRIVE NW

235614

COVENANT VILLAGE OF THE GREAT LAKES

2520 LAKE MICHIGAN
DRIVE NW

235614

COVENANT VILLAGE OF THE GREAT LAKES

2520 LAKE MICHIGAN

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Based on Nursing Home Compare - Complaint Deficiency

GRAND RAPIDS	OH	43522	(419) 832-5195
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GRAND RAPIDS	OH	43522	(419) 832-5195
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GRAND RAPIDS	OH	43522	(419) 832-5195
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GRAND RAPIDS	MI	49504	(616) 735-6050
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GRAND RAPIDS	MI	49504	(616) 735-6050
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GRAND RAPIDS	MI	49504	(616) 735-6050
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GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

06/16/2009

07/17/2009

06/16/2009

07/17/2009

06/16/2009

06/08/2009

10/30/2008

12/01/2008

10/30/2008

12/01/2008

10/30/2008

12/01/2008

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

accidents.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and	Isolated	Immediate jeopardy to resident health or

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Based on Nursing Home Compare - Complaint Deficiency

		DRIVE NW
235614	COVENANT VILLAGE OF THE GREAT LAKES	2520 LAKE MICHIGAN DRIVE NW
235614	COVENANT VILLAGE OF THE GREAT LAKES	2520 LAKE MICHIGAN DRIVE NW
235401	CLARK RETIREMENT COMMUNITY	1551 FRANKLIN STREET, SE
235401	CLARK RETIREMENT COMMUNITY	1551 FRANKLIN STREET, SE
235401	CLARK RETIREMENT COMMUNITY	1551 FRANKLIN STREET, SE
235339	CHRISTIAN REST HOME ASSOC	1000 EDISON AVE NW
235339	CHRISTIAN REST HOME ASSOC	1000 EDISON AVE NW

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

GRAND RAPIDS	MI	49504	(616) 735-6050
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GRAND RAPIDS	MI	49504	(616) 735-6050
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GRAND RAPIDS	MI	49506	(616) 452-1568
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GRAND RAPIDS	MI	49506	(616) 452-1568
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GRAND RAPIDS	MI	49506	(616) 452-1568
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GRAND RAPIDS	MI	49504	(616) 453-2475
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GRAND RAPIDS	MI	49504	(616) 453-2475
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GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

10/30/2008

12/01/2008

10/30/2008

12/01/2008

06/19/2008

08/06/2008

06/19/2008

08/06/2008

06/19/2008

08/06/2008

05/02/2008

06/13/2008

05/02/2008

06/13/2008

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

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Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.		safety
Keep all essential equipment working safely.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Immediate jeopardy to resident health or safety
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Pattern	Minimal harm or potential for actual harm

235339

CHRISTIAN REST HOME ASSOC

1000 EDISON AVE NW

GRAND RAPIDS MI 49504 (616) 453-2475

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Based on Nursing Home Compare - Complaint Deficiency

05/02/2008

06/13/2008

Health

Quality Care Deficiencies

GrandRapidsReal

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.

Give each resident enough fluids Isolated
to keep them healthy and prevent
dehydration.

Minimal harm or potential for actual
harm